

## FERENCE & ASSOCIATES

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CENTRAL FAX CENTER

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### FACSIMILE COVER SHEET

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To: Assistant Commissioner for Patents  
Fax Number: (703) 308-6916

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From: Stanley D. Ference III  
Date: August 16, 2004  
Pages: 2 pages (including this cover sheet)

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#### MESSAGE:

Serial No. 09/804,728  
(696.005)

Change in Correspondence Address

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Atty. Docket No. 696.005

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of : Srinivasan et al  
Serial No. : 09/804,728 Examiner : J. Yehdega  
Filed : March 13, 2001 Art Unit : 3622  
For : METHOD AND APPARATUS FOR INTERNET  
CUSTOMER RETENTION

OFFICIAL

August 16, 2004

## CHANGE IN CORRESPONDENCE ADDRESS

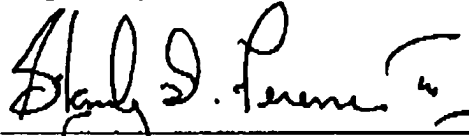
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Please change the correspondence address for the above-identified application to  
the address associated with the following customer number:

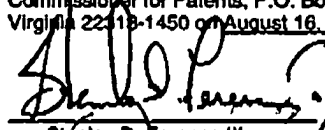
Customer Number 35195

Respectfully submitted,



Stanley D. Ference III  
Reg. No. 33,879

I hereby certify that this correspondence and any  
documents referred to as enclosed therewith are being  
facsimile transmitted on (703) 308-6916 to the  
Commissioner for Patents, P.O. Box 1450, Alexandria,  
Virginia 22313-1450 on August 16, 2004

  
Stanley D. Ference III  
Reg. No. 33,879

August 16, 2004  
Date of Signature

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